



MTC AUSTRALIA
**ANNUAL
REPORT**

2015/16

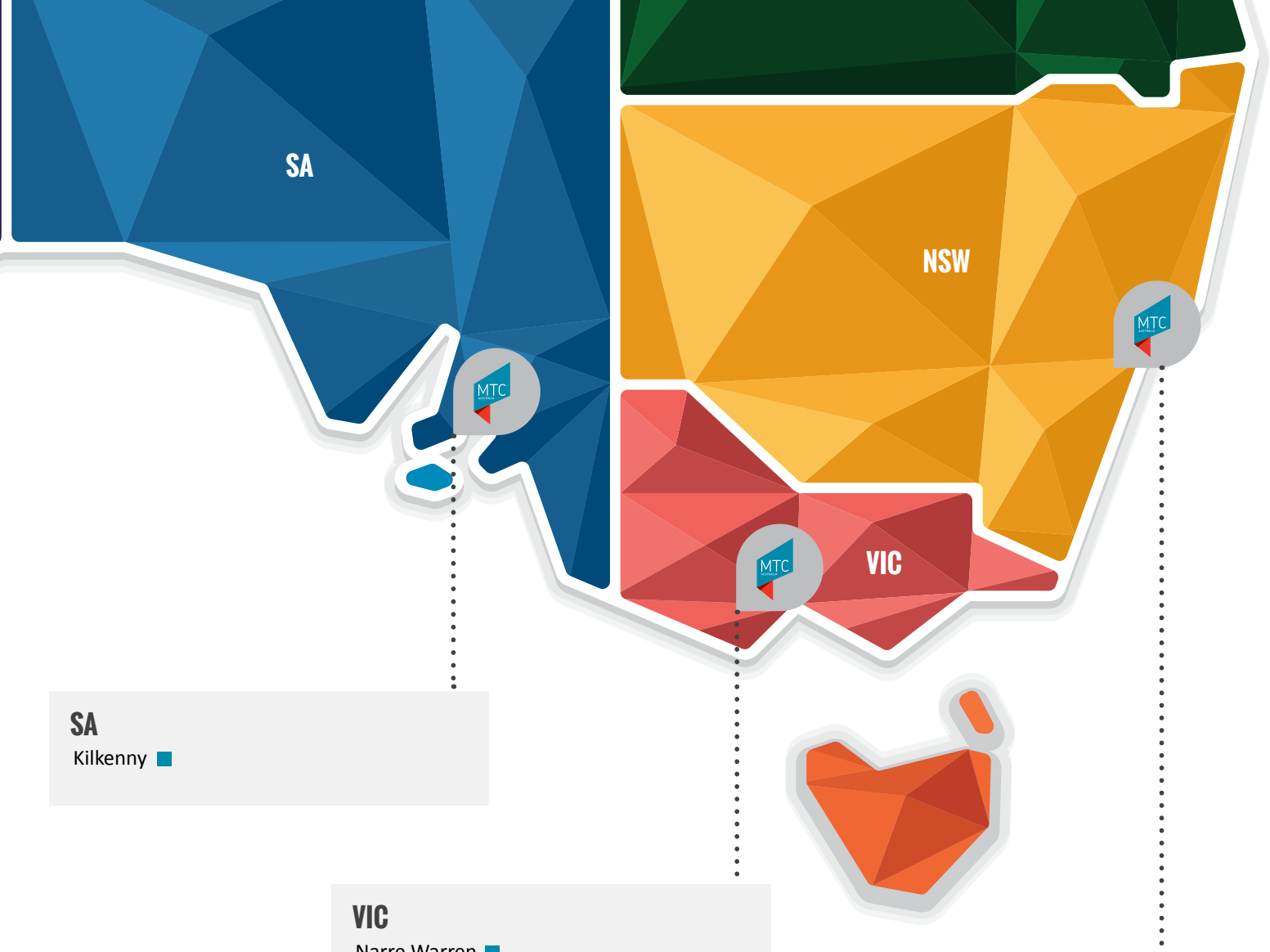


MTC
AUSTRALIA

Opportunities
to become

MTC Australia is a social enterprise, which for the last 20 years has been helping people gain employment, skills training, work experience and greater self-confidence.

With a focus on empowering and encouraging **disadvantaged** Australians, we assist over **20,000** people annually to complete accredited training, find meaningful work and **become self-sufficient**.



SA
Kilkenny ■

VIC
Narre Warren ■

NSW

Auburn ■ ■ ■	Liverpool ■ ■ ■ ■
Bankstown ■ ■ ■	Maroubra ■ ■ ■ ■
Blacktown ■ ■ ■	Marrickville ■ ■ ■ ■ ■
Bondi ■ ■ ■	Merrylands ■ ■ ■ ■
Cabramatta ■ ■ ■	Miller ■ ■ ■ ■
Campbelltown ■ ■ ■ ■ ■	Parramatta ■ ■ ■ ■ ■ ■
Caringbah ■ ■ ■ ■ ■	Penrith ■ ■ ■ ■ ■
Chatswood ■ ■ ■ ■ ■	Redfern ■ ■ ■ ■ ■
Fairfield ■ ■ ■ ■ ■ ■	Rockdale ■ ■ ■ ■ ■
Hurstville ■ ■ ■ ■ ■ ■	

We offer support through a range of training courses, employment services, youth programs and community initiatives.

Operating from **22 locations**, with close to **350 dedicated staff**, we deliver quality services to anyone at risk of social or economic exclusion.

OUR SERVICES

- jobactive
- Skills for Education & Employment (SEE)
- Links to Learning
- Opportunity Hub
- Youth Frontiers
- Green Army
- NEIS
- MTC Recruitment
- Warakirri College
- NILS
- Transition to Work

OUR VISION

For all Australians to share in the social, economic and health benefits of **sustainable employment**.



Our passionate Transition to Work team.

OUR MISSION

As a leading social enterprise we create opportunities which **enrich lives** and **benefit communities** by **empowering people** to reach their full potential through the delivery of high quality employment, education, training and community programs.

2015-16 PROGRAM ACHIEVEMENTS



Total Skills for Education & Employment (SEE) enrolments for 2015-16



240 Commenced business training through the NEIS program



47 Students are completing their HSC or Year 10 qualifications at Warakirri College



Computer literacy classes commenced at all SEE sites



160 Small business mentoring commenced



11 Students are on track to graduate their HSC

There is a total of

6,164

MTC Australia jobactive and DES clients across our seven sites.



MTC Australia is now proudly delivering the Disability Employment Services (DES) contract and has 116 DES clients



26 Women and male inmates were placed into employment
23 stayed employed for 13+ weeks



MTC Australia jobactive became a five star provider

2,541

Total youth assisted during 2015-16



The Opportunity Hub assisted 1261 Aboriginal students in Years 6-12 to develop personal career and transition plans



Youth Frontiers have engaged:

315 students
167 mentors



100

No Interest Loans Scheme (NILs) wrote 100 loans



Successful in winning Transition to Work in Merrylands, Parramatta and Auburn



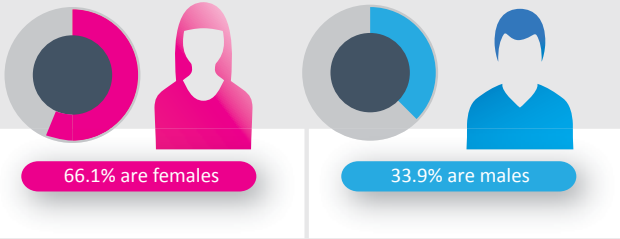
MTC is currently working with 28 High Schools and has supported over 842 students in the Links to Learning program

5

Green Army projects were established by 30 June 2016



OUR WORKFORCE PROFILE



Full Time Equivalent (FTE) of permanent employees was 456 in 2013, 440 in 2014, 300 in 2015 and 287 in 2016.

Head count:

2013: 2014: 2015: 2016:
505 505 362 366

Average time to recruit is **21.7 days**

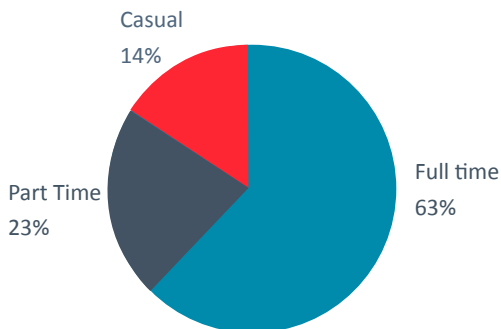


Average age of employees at MTC is **41 years old**

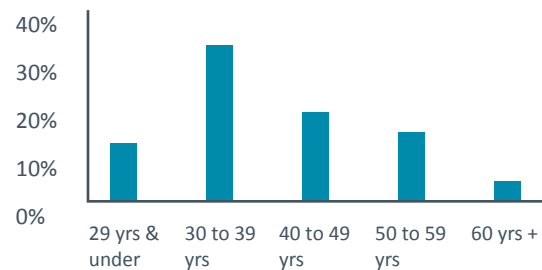


The average length of service of an MTC employee is 4 years (excludes casual and sessional employees).

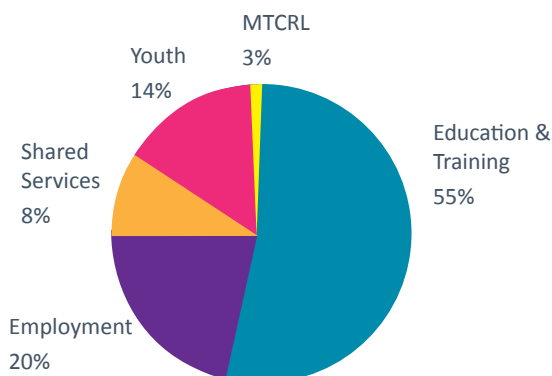
Employment Status



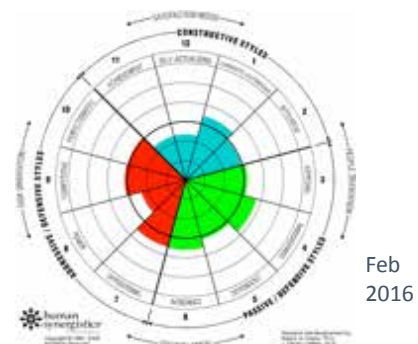
Age Breakdown



Divisional Breakdown of Employees



Our Actual Culture



A MESSAGE FROM THE CHAIR



Chairman: Serge Derkatch

2016 was a year of consolidation for MTC Australia to meet the challenges as well as a time to seize new opportunities.

There has been some outstanding results that has put the organisation in a strong position to take on these new challenges that are constantly being thrown at the not-for-profit sector and Social Services Sector. These achievements are highlighted in the CEO report.

All credit and congratulations must go to our staff that have endured much of this change. Recognition must go to the leadership of the Executive and Management teams that have had to deal with many variables along the way. They truly are a capable and committed bunch of people who continue to develop MTC into a sustainable and significant organisation for the years to come.

I personally want to thank all of team at MTC that has brought the organisation to where it is today.

The board has played a stabilizing role in the process to ensure that our strategy and governance is sound and ensures we are set up for future opportunities. I thank my directors for their guidance, challenging discussions at board meetings and most importantly their commitment to do what they thought is always in the best interest of MTC Australia

My involvement with MTC as a director has spanned across 13 years, where I have had the privilege of being the Chairman for the past 7 years. The time has come for this to change and to let others with new ideas and energy to lead the organisation. Hence this will be my last annual report, as I will be leaving the MTC Australia board at the end of 2016.

The board will elect a new Chairperson and this process well underway with a successor to this role to be appointed shortly.

This change will provide the opportunity to refresh the board to find new capabilities and opportunities to set the right direction for all under the leadership of a new Chairperson.

I want to thank all the people in MTC Australia, past and present who have lived through the many challenges we have faced together from the humble days when Head Office was in the back lots of Marrickville and our suburban sites which can at time could only have been described as humble.

We have come a long way since then with first grade facilities and technology and most importantly we continue to “enrich lives and benefit communities by empowering people to reach their full potential through the delivery of high quality employment, education, training and community programs”.

That is what MTC Australia stands for and we should never forget that.

A MESSAGE FROM THE CEO



CEO: Colin Lloyd

Over the course of 2015/16, MTC Australia provided 15,000 opportunities for disadvantaged Australians. This included placing people into employment and training programs and keeping at risk-young people at school.

The year was one of consolidation, which included improvement of internal processes and current systems. This enabled us to focus on existing programs and delivering high quality services, while reviewing our technical needs such as our WIFI and network requirements.

There was a strong focus on further enhancing the MTC Australia culture across the organisation with a Culture Survey undertaken in early 2016. This resulted in three working groups being established - Innovation, Customer Focus and Staff Engagement & Enjoyment at Work. The outcomes of the culture work will help to improve the overall quality of service, customer satisfaction and improved performance at MTC Australia. For our employees we hope to further improve job satisfaction, motivation and intention to stay.

During 2015/16, we also commenced the new jobactive contract, which we successfully tendered for in seven sites across the Sydney East Metro Region. We also commenced delivering the Disability Employment Services contract from Surry Hills and Burwood.

Our Youth and Community teams continued to deliver high quality programs. We were successful in gaining a roll-over in contract for both the Opportunity Hub and Youth Frontiers. This was due to the high quality service delivery that our Youth Team provides. We were also successful in gaining the Transition to Work contract, to be delivered from Parramatta, Merrylands and Auburn.

Our SEE program had another successful year that included an increase in student numbers and new partnerships developed. The team focused on innovative approaches such as work experience, revised curriculum and improved systems.

I would like to thank each MTC Australia staff member for their commitment and contribution. Our organisation prides itself on delivering positive outcomes that will ensure self sustainability and a brighter future for our clients. Through the tireless efforts of our committed team, ably led by our Executive Leadership Team, we are able to work towards the goal of a more cohesive community.

I also extend my thanks to the MTC Australia Board for their leadership, guidance and support.

Our goal at MTC Australia is to provide quality services that assist the community to overcome barriers to sustainable employment. We are committed to delivering initiatives that are focused on our clients and create a positive impact in the communities we serve.

I am certain the year ahead will present exciting new challenges and opportunities and I look forward to working with the MTC team to achieve great outcomes for the community.

The **Youth and Community** division delivers a range of dynamic and impactful youth and community programs. It also provides leadership to MTC Australia on investing resources into initiatives that meet MTC's youth focussed Social Change Strategic Plan and our organisational mission to: "...Create opportunities which enrich lives and benefit communities by empowering people to reach their full potential through the delivery of high quality employment, education, training and community programs."

YOUTH & COMMUNITY



Through a Request for Proposal we were successful in our bid for the new Federal Government programme Transition to Work (TtW) in Parramatta, Merrylands and Auburn. This was a pleasing achievement as through this service we will assist up to 500 unemployed young people p.a. (aged 15-21) into employment or further education. TtW commenced April 2016.

MTC's Opportunity Hub, Campbelltown Council and Tharawal Aboriginal Corporation established the inaugural Campbelltown Indigenous Career Expo which was a great success.



Youth and Community also made significant inroads towards partnering with external organisations and becoming increasingly outward looking and engaged with the for-profit and not for profit sectors. Examples include:

- In submitting the Transition to Work Services proposal a wide range of friendly organisations supported MTC through entering into MOUs.
- Partnering with Fantastic Furniture to establish TtW sites
- The ongoing and successful arrangement between MTC and OCTEC in the delivery of Youth Frontiers mentoring program
- MTC's Opportunity Hub was supported by both Aboriginal and Non Aboriginal Organisations.



We also innovated through collaboration. To establish our new TtW sites we utilised MTC's partnership with Fantastic Furniture to create a friendly and uplifting environment that is a pleasure for young people to visit and for staff to work in.

In terms of quality program delivery we maintained our ISO 9001 2008 certification and added additional programs to our scope.

■ Blue Mountains

■ Penrith

■ Blacktown

■ Castle Hill

■ Hornsby

■ Epping

■ Dee Why

■ Chatswood

■ Parramatta

■ Burwood

■ Cabramatta

■ Bondi

■ Bankstown

■ Bringelly

■ Revesby

■ Marrickville

■ Hurstville

■ Ingleburn

■ Camden

■ Liverpool

■ Cronulla

■ Campbelltown

■ Bundeena

TRANSITION TO WORK

89 young people assisted with employment

Funded by the Australian Government

NO INTEREST LOANS (NILS)

100 loans provided to low-income youth and adults

Funded by NSW/Australian Governments & MTC

GREEN ARMY

36 youth participated in activities across three regions

Funded by NSW Government

YOUTH FRONTIERS

314 students mentored
Funded by NSW Government

OPPORTUNITY HUB

312 Indigenous students assisted
Funded by NSW Government

LINKS TO LEARNING

840 school students assisted
Funded by NSW Government

TRANSITION TO WORK

Funded by the Australian Government, Transition to Work is a new service to support young people **aged 15-21** on their journey to employment.

The service provides intensive, pre-employment support to improve the work-readiness of young people, followed by assisting them into work (including apprenticeships and traineeships) or education.

The Transition to Work service has a strong focus on practical intervention and work experience to build a young person's skills, confidence and readiness to engage in employment.

Commenced in April 2016, MTC delivers Transition to Work in Parramatta, Merrylands and Auburn.



Photos from the Transition to Work opening, including award presented to Fantastic Furniture to acknowledge their donation of furniture to the room.

SAM'S STORY

Sam (name changed) was referred to the Transition to Work service at MTC Auburn. She had struggled at school, leaving in year 11 due to an onset of health issues and some anxiety.

Although keen to work, she was unsure of a future direction. Elena, the TtW Youth Employment coach, spent time with Sam identifying her likes and dislikes and working on a career goal. Sam expressed an interest in furthering her education, completing year 12 and going to university, this however was a long term plan. Her short term goal was simply to earn money and buy a car.

Sam's confidence was increasing, she started to focus on what she could do, rather than all the things she couldn't do. She continued working with Elena to develop an effective resume and work on perfecting her interview skills.

Elena assisted Sam to obtain a travel concession card and obtain some clothing suitable for an interview though one of our stakeholders, 'Fitted for Work'.

Elena identified a position through the MTC Workforce Development team and referred Sam to a Junior Sales Representative position. This job included an added benefit, a car and mobile phone for the successful person. Sam was eager to make the right impression. Some additional interview training was needed to assist Sam to deal with her nerves. She was now ready to meet the employer.

Sam was elated to find out she was successful in the role. Elena assisted Sam with information on what to expect on the first day/first week and kept in contact with her every couple of days to make sure she was making good progress. Sam is now in the workforce and has been for over 3 months.

LINKS TO LEARNING

In its second year of delivery the New Links to Learning program continues to target students of compulsory school age who are experiencing barriers and difficulties to participating in education. The program offers a suite of training programs and individual case management. It is guided by local advisory groups which are chaired by school principals.

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The New Links to Learning Program targets two groups:

- Students in Years 7 to 11 and students in year 6 who have been identified by the participating schools' learning and support team, welfare team or parents as being at risk of disengaging from their learning and/or at risk of leaving school early. In working with those in year 6 Links to Learning focussed on issues around successful transition to secondary school.

MTC is currently working with 27 High Schools and 1 Primary School in Campbelltown, Liverpool, Fairfield, Bankstown and Parramatta and supports 840 young people per annum to re-engage with school and learning.

Programs are delivered as a combination of group based learning and tailored individualised, one on one case management support. Through this delivery model students participate in engaging and meaningful activities aimed at providing opportunities to develop and improve their education, training, employment and life skill outcomes. Students participate in group work activities comprised of Core sessions and Electives that focus on areas such as goal setting, communication, anger management, bullying, healthy relationships, work readiness, self-management, health and nutrition and more.

NO INTEREST LOAN SCHEME

MTC's No Interest Loans Scheme (MTC NILS) provides low-income individuals and families the opportunity to apply for an interest free loan. It's designed to help borrowers purchase energy/water-efficient whitegoods and other essential household items without having to worry about fees or interest charges. MTC NILS works thanks to the recycling of a pool of money. Loans are issued, and as the repayments are made, the money becomes available for the next borrower.

In 2015 / 2016, NILs wrote 100 loans and continued to expand services to the Eastern Metro area. This was achieved through increasingly utilising volunteers and bringing aspects of the loans process online.

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OPPORTUNITY HUB

Opportunity Hubs are a key initiative under OCHRE, the NSW Government's Plan for Aboriginal Affairs. (Opportunity, Choice, Healing, Responsibility, Empowerment)

MTC's Opportunity Hub is delivered in the Campbelltown Local Government Area. Its core goals are to assist Aboriginal students to understand and be proud of culture, remain in school, increase career aspirations and successfully transition from school to further education or employment. MTC's Opportunity Hub has 4 staff and works collaboratively with existing services towards these important goals. It concentrates on Aboriginal primary and secondary school students in Years 5 – 12 attending Government and non-Government schools.

For Aboriginal students in Years 5-8 the focus is on building career aspirations and strengthening understanding of career pathways. In 2015/16 MTC supported 90 participants in this age group. This was achieved through group work activities including local elders conducting storytelling and mob mapping and support from the Department of Education and Communities (DEC) to deliver Sista Speak and Acknowledgement of Country with the students. Activities also included workshops on resilience and self-esteem.

The Opportunity Hub also provided intensive support to 164 Aboriginal students in Years 9-12 in areas such as developing personal career and transition plans. Those that left school (i.e. either early or upon completion of year 12) were assisted in their transition to further education and or employment. This resulted in 58 students successfully entering employment or further education and included placements in plumbing, construction, arts and banking apprenticeships / traineeships.

To successfully manage the Opportunity Hub MTC Australia is supported by an Advisory group of local Aboriginal and Non Aboriginal stakeholders to help guide strategic and operational planning and to build partnerships between schools, employers, education and training providers and the local community. Members include representatives from Tharawal Aboriginal Corporation, Tharawal Local Aboriginal Land's Council, AECG, Muru Mittigar, SWSi TAFE Aboriginal Unit, Benevolent Society, Break thru (DES provider), the Department of Education and Communities, Ability Options (VTEC), Campbelltown City Council, AFL NSW and MTC (Youth and Community & Employment Services).

INDIGENOUS CAREER EXPO

The Opportunity Hub, in partnership with Tharawal Aboriginal Corporation and Campbelltown Council hosted the inaugural Campbelltown Indigenous Career Expo on 21st October 2015. The event was attended by the Hon Leslie Williams, Minister for Aboriginal Affairs and notable Aboriginal Elders including Uncle Roy Mundine and Uncle Charlie Mundine. Over 20 different services attended the event providing information, hands on experience, give a ways, education and employment opportunities and mentoring to Aboriginal young people from 10 different local high schools in the Campbelltown area. This resulted in participants increasing their understanding of career pathways and opportunities. It was an excellent achievement by the team.

MTC was asked to speak at the OCHRE, 2 years on event at Parliament House which was attended by Minister Williams and Minister Dominello and other key stakeholders of the initiative. Vicki Newbury attended and spoke on behalf of MTC and the Campbelltown Opportunity Hub. MTC's delivery of the Hub was also favourably reported upon in the NSW Ombudsman's Annual Report (published Oct 2015)



YOUTH FRONTIERS

In early 2015 MTC successfully secured the Youth Frontier's program. Youth Frontiers is a mentoring program and is NSW Government electorate based. It focuses on developing young peoples' skills in leadership and civic engagement through mentorship. Youth Frontiers targets year 8 and 9 students with the capacity to benefit from having a mentor.

Young people participating in Youth Frontiers receive a minimum of 30 hours mentoring, including at least 10 hours of one-on-one mentoring. The program provides mentees with an opportunity to build life skills and self-confidence by working collaboratively with their mentors to undertake a civic project that makes a positive difference in their local community.

In 2016 MTC has matched 314 young people to over 165 mentors across 23 State Government electorates in South Western Sydney, Western Sydney, Blue Mountains, Hawkesbury and Murray regions. OCTEC our not for profit partner agency, is delivering Youth Frontiers in 3 of the 23 electorates.

A number of MTC staff volunteered as mentors including our own CEO.

“Being a mentor through the Youth Frontiers program has been throughly rewarding and a positive experience. I would recommend the Youth frontiers program.”

MTC CEO, Colin Lloyd

CIVIC PROJECTS

2015 saw mentors and mentees develop many high quality civic projects. Projects focused on community harmony, empowering young women, engagement in sport, youth mental health and more.

In February 2016 the NSW Department of Education and Communities hosted an awards Ceremony at NSW Parliament House to celebrate the best civic projects of the year. They received 84 nominations from across the state and selected 3 finalists in each of the 7 categories to be invited to the Ceremony.

MTC had 2 finalists chosen to attend and pleasingly one of them (from Liverpool Boys High School) won the prize in the category of Community Harmony. His civic activity involved organising a charity clothing drive across several schools for the Smith Family. Through this he was able to donate 50 bags of clothing to the Smith Family. For his effort he received a Medal, a special sponsor's prize, and a \$300 cash prize.

MTC is pleased and proud of the efforts that all the mentees put into their projects and to have been a part of this achievement with the winners.



From left to right: Youth Frontiers Youth Advisor Fetu'u Kautoke, Minister John Ajaka and Youth Frontiers mentee.

GREEN ARMY

The Green Army is a hands-on, practical environmental action programme that supports local environment and heritage conservation projects across Australia. It is open to young people aged 17-24 and provides them with training and a participation allowance of \$300-\$500 per week. MTC believes that this program is very valuable in helping young people to transition to permanent employment.

To secure Green Army projects, MTC partnered with CoAct – previously JobFutures to support their bid to become a national Service Provider. Following a successful bid and MTC's subsequent membership of CoAct we became the primary project delivery agency for CoAct Green Army projects in the Sydney region. This resulted in MTC operating 5 Green Army projects (in part or in full) over the financial year. These included:

- Blue Mountains – The Accessible World Heritage Experience
- Improving the Health of the Nepean River Embankment Stage 1
- Improving the Health of the Nepean River Embankment Stage 2
- Tharawal Land Restoration and Bush Garden Project
- Georges River Riparian Restoration project.



Green Army program participants



EDUCATION & TRAINING

SKILLS FOR EDUCATION & EMPLOYMENT PROGRAM (SEE)

MTC Australia's successful delivery of the SEE Program can be attributed to a range of innovative initiatives during the 2015/16 Financial Year. **These include:**

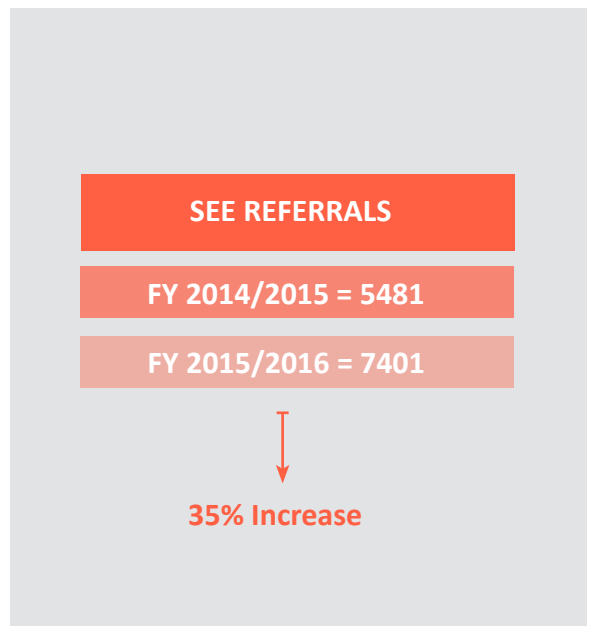
- Promotion of SEE and VET dual delivery e.g. Certificate II in Business, Furniture Removal and Warehousing and other courses related to local skill shortage areas. This has been done through partnership arrangements with other RTOs e.g. Parramatta Community College, ATS.
- Ongoing expansion of SEE delivery through the creation of additional outreach classes in order to provide broader access to the programme in contracted SDAs e.g. St Mary's, NSW (Nepean), Riverwood, NSW (Canterbury-Bankstown) and Miller, NSW (Liverpool).
- Expanding promotion of the programme beyond jobactive and DES providers to include local councils, community groups and not-for-profit organisations. Some of these councils, groups and organisations include United Muslim Women Association (UMWA), Bankstown Area Multicultural Network (BAMN), Riverwood Community Centre, Holroyd City Council, Liverpool City Council, Campsie Library, Migrant Resource Centre, Rockdale and Arab Council Australia, Bankstown.
- Facilitating community engagement through site events such as the Cabramatta Art Exhibition, Liverpool mayor's (Ned Mannoun) visit to the Miller outreach class, White Ribbon Day, Harmony Day, NAIDOC week activities, graduation ceremonies, Australia's Biggest Morning Tea and other activities in the local area.
- Excursions to local industry and places of interest which provide an alternative learning setting to the classroom and may offer work experience opportunities.
- Establishment of contextualised courses for Work for the Dole clients e.g. Pre-Employment Computer Literacy. These courses were widely marketed and quickly adopted by jobactive providers.
- Distributing electronic newsletter to stakeholders which provides updates on MTC's SEE Programme and course options, good news stories, frequently asked questions, and eligibility.
- Implemented Employer Engagement Strategy which includes partnerships with various employers which has led to a series of work experience placements and employment outcomes for clients.



SKILLS FOR EDUCATION & EMPLOYMENT PROGRAM (SEE)

In the 2015/16 Financial Year (FY), MTC Australia took an innovative approach in its delivery of the Skills for Education and Employment (SEE) Programme. This innovation was primarily driven by changes to the Employment Services Contract (jobactive) including the introduction of the compulsory Work for the Dole (WFD) phase as well as other stringent measures which required increased collaboration between the MTC SEE Team and both its internal and external jobactive and Disability Employment Services (DES) partners. In order to ensure that these providers met their targets and maintained their star rating performance, the SEE Team embarked on a strategy of opening dedicated Pre-Employment Computer Literacy (PECL) classes, dual delivery SEE/Vocational Education Training (VET) courses and improving efficiency across sites to guarantee clients commenced training within the contractual requirements of these providers e.g. commenced WFD clients in SEE within 5 working days of their referral. As a result, the SEE Programme became an attractive option for both jobactive and DES providers. These tailored programs appealed to a wider cohort which included native speakers of English who required computer literacy and employability skills for the purposes of engaging in the job market.

Through these measures and MTC's ongoing promotion of the Programme throughout its contracted Service Delivery Areas (SDAs), referrals to SEE increased significantly from the previous year as highlighted in the right.



CASE STUDY: Empowering our cultural diverse workers back into the workforce

During June, 2016 the Minister for Multiculturalism John Ajaka attended the graduation ceremony of the SkillME vocational employment program for migrants and refugees.

The program helps migrants and refugees up-skill and have their previous qualifications recognised in Australia to gain local work experience and meaningful employment.

Mr Ajaka commended the ten refugees who today graduated with a combined vocational training qualification as part of the SkillME program, which has helped more than 300 migrants and refugees find pathways to participate in the workforce.

“One of the key ways to feel at home in a new country is gaining employment. Navigating a new land, language and career is not easy and I am proud to congratulate you on your graduation and hope you all flourish in your careers,” Mr Ajaka said.

After fleeing the war in Syria with his wife and five children, SkillMe graduate Khaled Al Mgharbel faced the familiar challenges of language barriers and financial pressures. He graduates today with a combined English course and Certificate II in Furniture Removal and is looking forward to completing a warehouse operations qualification.

“This program is great. I’ve learnt work-related vocabulary and how to write a resume and apply for a job,” Mr Al Mgharbel said.

“Now I want to buy a truck and start my own furniture removalist business.”

We are very proud to be part of such a fantastic partnership program with Metro Assist, ATS, Australian Furniture Removers Association, Walkers Moving and Storage, Citymove Removals and Pedemonts Removals & Storage.

Through this program we are assisting disadvantaged job seekers to improve their English while gaining valuable work experience and employment. Well done to everyone involved!

SEE CLIENT ENGAGEMENT AND RETENTION

PRE-EMPLOYMENT COMPUTER LITERACY COURSES

Throughout the year, the Curriculum Department worked on development of a syllabus and accompanying teaching/learning resources, to support the delivery of Pre-Employment Courses within all MTC Australia Service Delivery Areas in the Sydney metropolitan area. The syllabus and resources have been carefully designed to allow for training to be tailored to different cohorts. This is due to the fact that referrals to these courses differ quite widely, as do the range and level of digital literacy skills of the clients themselves. For example, DES clients referred to this class in the Macarthur SDA presented with very rudimentary IT skills and required a program which focussed on basic skills with embedded repetition and basic skills practice. At the other end of the spectrum is, for example, the Work for the Dole cohort in Bondi. This class had a much higher level of digital proficiency and required more advanced content and topics e.g. document formatting, working with spreadsheets etc. in order for the class to be engaging. Participation (total number of clients commenced in training) in SEE in 2015/16 compared to 2014/2015 is reflected below:

CERTIFICATE IN SPOKEN AND WRITTEN ENGLISH QUALIFICATIONS (CSWE), CERTIFICATE IN GENERAL EDUCATION FOR ADULTS (CGEA) AND CERTIFICATE II IN SKILLS FOR WORK AND VOCATIONAL PATHWAYS (FSK) QUALIFICATIONS ISSUED.

Through SEE's commitment to deliver quality training in order to achieve the best outcomes for its clients, a significant number of additional CGEA qualifications as well as FSK qualifications were issued. The reduction in CSWE qualifications issued highlights a shift in the focus towards curricula which are tailored towards foundation and employability skills. The below tables demonstrate this point.

Financial Year	Full CSWE Qualifications	Partial CSWE Qualifications	Total
2014/15	46	1387	1433
2015/16	28	712	740

Financial Year	Full CGEA Qualifications	Partial CGEA Qualifications	Total
2014/15	8	164	172
2015/16	6	1481	1487

Financial Year	Full FSK Qualifications	Partial FSK Qualifications	Total
2014/15	0	15	15
2015/16	0	80	80

WORK EXPERIENCE

In 2015/2016, MTC has continued to offer and place suitable SEE clients into work experience. A total of 50 clients were successfully placed into work experience. The below table provides a breakdown per site:

As a direct result of work experience in 15/16, **6 clients were offered employment**. This highlights the potential opportunity for clients to obtain an employment outcome through the provision of work experience in the SEE Program. The SEE Team will work towards offering an increased number of work experience placements to its clients by expanding its employer network in several key industries. These industries include retail, hospitality, furniture removal and warehousing.

WORK EXPERIENCE SUCCESS STORY

Garry, is a champion gold medal-winning Paralympic swimmer who came to MTC Australia after experiencing unemployment over the last two years, which affected his confidence.

With the support of his Employment Consultant Garry enrolled in MTC's Pre-Employment Computer Literacy course so that he could improve his employability skills, computer literacy and job-search skills.

When the opportunity came along to do some work experience with Fantastic Furniture Chullora, in their warehousing department, he grabbed it with both hands. Although he commenced the work experience placement with a positive attitude, his work ethic also dramatically increased during the placement due to the support provided by his Store Manager/Mentor, Cassie.

Garry completed his first month of work experience and was immediately offered a second month due to his commitment to the role.

To his credit, Garry would arrive early for work and was open to all that was requested of him. He also developed ideas as to how the warehousing operations could be improved and these ideas have been implemented e.g. placement of items on pallet for pick-up.

Fantastic Furniture, particularly Cassie, have been very impressed by Garry and by the end of his second month of work experience he was offered a permanent part-time job.

Garry's confidence and attitude are sky-high now that he is working and he is very grateful to Fantastic Furniture, his jobactive referrer and MTC Australia for giving him the opportunity to participate in the SEE Work Experience Program.

We wish Garry all the best in his new role!



Garry and MTC Australia Business Development Manager, Dennis Owen.

NEW ENTERPRISE INCENTIVE SCHEME (NEIS)

The introduction of the new NEIS contract created a number of challenges for the team in meeting our NEIS revenue budget, these include:

- Under the new NEIS contract our geographical area was pushed into the South West and we lost the high referral area of Parramatta and Hornsby regions
- Loss of MTC Employment Services sites in South Western Sydney
- Introduction of several new providers
- Significant reduction in NEIS referral in the first 3 months from the new jobactive providers as they were focussing their energies in signing up their own caseload.

Whilst the number of candidates going onto the mentoring phase were well below our budgeted target, the mentors have contact/enquires from over 600 job seekers interested in starting their own business. Of these candidates only 198 continued onto NEIS training phase.

The main reasons for the substantial reduction between enquires and commenced training include;

- Business idea was not viable
- Business idea had not been adequately researched
- Business idea did not meet Departmental guidelines
- Candidate didn't have appropriate qualifications/licence to commence the business
- Candidate was successful in gaining a full time job

CASE STUDY

The Opportunity Hub, in partnership with Tharawal Aboriginal Corporation and Campbelltown Council hosted the inaugural Campbelltown Indigenous Career Expo on 21st October 2015. The event was attended by the Hon Leslie Williams, Minister for Aboriginal Affairs and notable Aboriginal Elders including Uncle Roy Mundine and Uncle Charlie Mundine. Over 20 different services attended the event providing information, hands on experience, give a ways, education and employment opportunities and mentoring to Aboriginal young people from 10 different local high schools in the Campbelltown area. This resulted in participants increasing their understanding of career pathways and opportunities. It was an excellent achievement by the team.



WARAKIRRI COLLEGE

This has been a year of progress and development for Warakirri College.

Throughout 2015 Warakirri College has been running 3 Year 10 classes and 3 HSC classes, with a staff of 10 – 12 serving around 90 students. The school continues to engage a full-time psychologist and in 2015 a Special Needs Teacher was added to the staff.

The College receives around 70% of its funding from the Commonwealth Government and the NSW State Government provides just under 30%. In addition, there have been grants from the Snow Foundation (\$20,000), The Victor Fairfax Family foundation (\$30,000) and the Scanlon Foundation (24,800) and a Commonwealth Government Chaplaincy Grant (\$19,800) together with some smaller grants awarded through the Association of Independent Schools.

In October 2015, Senator Marise Payne, Minister for Defence and MTC Chairman Serge Derkach officially opened the new Science Laboratory and Chemical Preparation Room, a facility which has greatly benefitted our students, who no longer have to dissect animal body parts in the student kitchen. The Laboratory is also able to be used as a school theatre and art room or cooking space.

With support of the Salvation Army YARS, Warakirri students have been fortunate to participate in a rich outdoor education program, extending from day outings for kayaking, bushwalking and an overnight bush camp for small groups to a full school 3 day camp at the Collaroy Conference Centre.

This year the curriculum has been further enriched by opportunities for the students to undertake work experience, to participate in presentations about current issues such as mental health, family planning, drug and alcohol issues, citizens and the law, how to gain part-time work, understanding the experience of migrants and refugees and service providers in the Fairfield area. There have also been several excursions relating to various areas of the Board of Studies curriculum including drama performances and a trip to the Zoo.

The HSC graduating class of 2015 received some very encouraging results, with 2/3 progressing to further education at TAFE, private colleges or University and 1/3 finding full time employment. Of the Year 10 graduates, half opted to continue their education and complete HSC while 30% found apprenticeships, traineeships or full time work, the rest of the students chose to remain at school.

2015 has seen completion of the implementation of the ICT Strategic Plan which was begun late in the previous year. Each classroom now has a 75inch TV and all teachers now have special laptops with detachable screens and a stylus so that they can use Microsoft Office 365 Education to put lessons into the Cloud so that they can be accessed by students who are absent or who need to go over a lesson at home.



EMPLOYMENT SERVICES

MTC Australia commenced the new jobactive Employment Services contract on July 1 2015. The first year of the jobactive contract placed large financial burdens on all providers including MTC.

The Employment Services Division has been required to implement a number of changes to previous years. The main areas of change have been around employer engagement, improved quality and critique of job seeker referrals and the intensive work for the dole program.

Performance

From July 1, 2015 to June 30, 2016 MTC Australia Employment Services placed 2669 unemployed people into work. Of this cohort 1318 achieved a 4wk outcome, 950 achieved a 12wk outcome and 396 achieved a 26wk outcome.

The Department of Employment star rating system measures provider performance with 5 stars are awarded to best performing organisations in comparison to national performance averages. **The first indicative star ratings was released at an Employment Region level and Sydney East Metro region achieved 5 star performance.**

JOB SEEKER SPOTLIGHT:

Sebastian is a job seeker with multiple barriers and has been out of the work force for 2 years.

One of our staff members at Surry Hills, saw his potential and assisted Sebastian with fixing his resume and worked with him to find out what he wanted to do.

A month later, a Consultant from MTC Hurstville found out that Baby Banana had a part time warehouse role, which required someone who had a caring and kind nature as the role dealt with mothers and baby products – this was a perfect fit for Sebastian!

Our staff prepared Sebastian for the interview and helped with sourcing him interview clothes. The interview went really well and Sebastian got the job!

Sebastian came in a week later and is now working 26 hours a week with great pay and couldn't be happier, he was so appreciative of everything MTC has done for him and wants to do this long term as this job works around his Thursday study.

Baby Banana, Sebastian's employer, is over the moon with how he is performing.

In Sebastian's words, "Thanks MTC for giving me this achievement and having the skills to help place people into long term employment".





Opportunities
to become

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